



Australian Government

CPCCBC4031 Process client requirements

Release: 2

CPCBC4031 Process client requirements

Modification History

- Release 2 Updated reference to general construction induction training program.
- Release 1 This version first released with CPC Construction, Plumbing and Services Training Package Release 5.0.
- Supersedes and is equivalent to CPCBC4031A Process client requirements.
Updated to meet the Standards for Training Packages 2012.

Application

This unit of competency specifies the skills and knowledge required to obtain, confirm and process client requirements from project inception through the contract and documentation development process.

It includes accurately conveying client requirements to those developing the contract and related documentation.

The unit of competency applies to sales consultants, site managers, forepersons, estimators and other professionals within the building and construction industry responsible for processing client requirements.

Completion of the general construction induction training program specified by the model Code of Practice for Construction Work is required for any person who is to carry out construction work. Achievement of *CPCWHS1001 Prepare to work safely in the construction industry* meets this requirement.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Building and Construction

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
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| 1 Identify client requirements. | 1.1 Access, read and interpret relevant government construction legislation. |
| | 1.2 Identify local government requirements, restrictive covenants, necessary permits and planning requirements. |
| | 1.3 Provide correct legal, technical and product information to the client. |
| | 1.4 Arrange site investigation and identify site features and factors that may contribute to and influence the building design. |
| | 1.5 Collate and discuss site and building information that may influence and effect the design requirements with client. |
| | 1.6 Determine and confirm client requirements. |
| 2 Prepare preliminary documentation. | 2.1 Identify and follow organisational processes for preparing documentation. |
| | 2.2 Identify and address documentation, design and copyright risks. |
| | 2.3 Communicate requirements for sketch plans and drawings accurately to drafting personnel. |
| | 2.4 Prepare and complete preliminary contract, agreement and estimated processing costs. |
| | 2.5 Submit documents to the relevant department or person for checking and recording. |
| 3 Establish client satisfaction. | 3.1 Forward plans, developed documentation and estimated costs to client for review, amendment and approval. |
| | 3.2 Confirm client's understanding of extent and cost of required site works. |
| | 3.3 Identify variations and problem areas and analyse and rectify issues in consultation with client. |
| | 3.4 Verify accuracy of amended documentation and ensure client requirements are met. |

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| 4 Finalise contract requirements | 4.1 Check all plans, documents and specifications sighted by client are signed or initialled. |
| | 4.2 Compile signed documents and forward to relevant person for verification and processing for the next stage. |

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- technology skills to:
 - use communication tools and devices to communicate and collaborate effectively with others
 - use equipment and programs to access and extract information and develop relevant project schedules and documentation.

Unit Mapping Information

Supersedes and is equivalent to CPCBC4031A Process client requirements

Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=7e15fa6a-68b8-4097-b099-030a5569b1ad>

Assessment Requirements for CPCBC4031 Process client requirements

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Performance Evidence

To demonstrate competency, a candidate must meet the elements and performance criteria of this unit by preparing contract documentation, drawings and specifications for a construction project that meets client requirements.

In doing this, the candidate must:

- research current and relevant local government building design requirements and approval processes
- select, complete and present construction contract and related project documentation to client for approval and formal acceptance.

Knowledge Evidence

To be competent in this unit, a candidate must demonstrate knowledge of:

- government building and construction legislation, codes and standards
- relevant sections of the National Construction Code (NCC)
- building and construction industry planning processes:
 - town planning and building application requirements
 - certifications from local authorities
 - building permits and approvals
- various types of building contracts and their application and legal requirements
- development of project plans and specifications:
 - site plans and sketches
 - design details
 - material specifications
- financial and business principles related to dealing with clients
- site evaluation and site works:
 - site location and suitability for intended use

- site aspect, slope, drainage and surrounding sites
- site access and egress during construction
- site preparation, excavation and earthmoving.

Assessment Conditions

Assessors must meet the requirements for assessors contained in the Standards for Registered Training Organisations.

Assessment can be undertaken in the workplace or in a simulated workplace environment.

A simulated environment is one that realistically replicates workplace conditions, materials and equipment, interactions with others and workplace irregularities, and which meets industry standards for safety and environmental practices.

Candidates must be provided with:

- government building legislation
- relevant building industry and local authority codes and standards
- site plans and project contracts
- organisational policies, procedures and other quality documentation to undertake the performance criteria and assessment requirements
- business equipment and technology, applications and software to prepare client contracts, drawings, costings and other documentation to meet client requirements.

Links

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